

Work Comp Connection



December 2014 Newsletter

Division of Workers Compensation:
Serving Kansas for more than 100 years

Workers Compensation Ombudsman

The Ombudsman Unit was established 1993 during a statutory revision of the Workers Compensation Law. The revision broadened the ombudsmen's duties to, "assist injured employees, persons claiming death benefits, and other individuals obtaining benefits under the Workers Compensation Act." Additional duties were also added to, "investigate complaints and communicate with employers, insurance carriers, health care providers, etc."

The Kansas Legislature authorized the ombudsmen to assist unrepresented claimants in the mediation process. The unit was assigned the task of assisting in the development and the dissemination of informational material that was required to be used by insurance companies and employers.

Today, Workers Compensation employs five full-time ombudsmen who specialize in aiding injured workers, employers and insurance professionals by providing claims information and assisting with problems arising from job related injuries and illnesses.

During a recent interview, members of the unit said their work is rewarding because of the variety involved and the gratification they feel in helping someone during a difficult time in their lives. Members shared there's nothing better than receiving a "thank you" from someone they've worked with who's made it through a difficult situation.

The ombudsmen revealed the keys to their continued success are in their compassion, tenacity and their ability to look beyond the frustration of the injured worker and focus on helping with the issues involved in each person's situation.

Unit members say their payment isn't in their paycheck, it's in the knowledge they're really making a difference in people's lives and staying true to their mission as public servants.

Currently in 2014, the Ombudsman Unit has provided information to 12,684 contacts which include employees, employers, attorneys, insurance carriers and agents, healthcare providers and others on a wide range of topics and issues concerning workers compensation in Kansas.

Ombudsmen can share information on how to post a Workers Compensation notice, provide required information to an injured worker, instruct how to make timely submission of accident reports and appropriate payment of medical services, provide determination election information, explain death benefit requirements, handle dispute resolution, provide assistance for Spanish speaking injured workers and more.

Contact the Ombudsman Unit at WC@dol.ks.gov and find out how they can help you.



Ombudsmen (above from left): Jassina Washington, Roxie Ortiz, Rachel Griego, Rosalio Cardona and Matt Bradberry

Ombudsmen Supervisor (right): Suzanne Sachs



The Kansas Department of Labor is currently in the process of moving workers compensation records to a new location.

Unfortunately, while in transition some of these records may be temporarily unavailable. Please allow additional time for processing records request.



2015 Medical Fee Schedule and Quick Reference Table

The 2015 Schedule of Medical Fees is now [online](#) with updates made to the Quick Reference Table feature.

The Medical Services section administers the Division of Workers Compensation's fee schedule for provision of medical services to injured workers. The section revises the fee schedule on a biennial basis.

EDI Training held in November

Division staff met with Electronic Data Interchange (EDI) Trading Partners from the Wichita area on Nov. 13 to provide tips and answer questions about the EDI filing process.

Training focused on the partners' most frequently asked questions and provided a forum for networking.

Kansas Workers Compensation mandated the use of the International Association of Industrial Boards and Commissions (IAIABC) EDI Release 3 Standards in April 2013. The mandate requires all carriers, group pools and self insurers to use the EDI to file both First Reports of Injury (FROI) and Second Reports of Injury (SROI).



Derek Van and Robert Soria provide information on EDI

If you are a current trading partner and would like to attend training in the Topeka or Overland Park area, contact Robert.Soria@dol.ks.gov for information and monitor future issues of this publication to view dates and locations.

Find out more about EDI and becoming a Trading Partner at www.dol.ks.gov/WorkComp/edinews.aspx.

Fast Facts

- The 6th Edition American Medical Association (AMA) *Guides to the Evaluation of Permanent Impairment* is adopted for use by the state of Kansas effective January 2015.
- Generally, an employer in a non-agricultural business, with more than \$20,000 in non-family payroll, must secure workers compensation benefits for their employees. An employer can secure workers compensation benefits in one of three ways: by purchasing a workers compensation insurance policy, by joining a group-funded workers compensation pool or by qualifying as a self-insurer.
- Depending on your occupation, it could be several years before you need to report continuing education documentation for credit received at a Workers Compensation Seminar. Recertification can be done for up to five years from the date you attended. Contact WCSeminar@dol.ks.gov to request past documentation.

41st Annual
WORKERS COMPENSATION SEMINAR



Kansas
Department of Labor

September 29 & 30, 2015
Overland Park
Convention Center

Not just ANY Workers Compensation Seminar... the smart choice for trusted information!

Follow the **LATEST**
NEWS



online now...

www.dol.ks.gov/WorkComp/default.aspx